

CLASSIFICATION: YOUTH COUNSELOR II

Class Code: 9971-14

Date Established: 07-30-82

Occupational Code: 3-2-1

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To provide safety and protective care services for youth assigned to a residential or special education program at a state institution, including responsibility for general facility maintenance and house keeping duties, and to serve as a counseling resource to other direct-care and treatment staff.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Participates as a member of the Treatment Team and provides group and individual counseling services to assigned residents.
- Helps residents/students successfully complete tasks and activities required by institutional and/or educational service plans.
- May attend and participate in meetings to evaluate progress of and formulated service plans for individual residents/students.
- Models, reinforces, redirects and sets limits to behavior by using specified behavior management techniques and observes and documents student activities and behaviors to assess their needs and progress.
- Operates and monitors surveillance and access control equipment in the Control Center and Operations Center of the architecturally secure facilities operated by the agency.
- May act as a shift supervisor in the absence of a Youth Counselor III.
- Periodically accompanies residents/students off-grounds for educational or recreational activities; may accompany residents/students to appointments with community agencies and private services providers.
- Makes rounds of facility periodically as required; maintains a watch for fire, attempted escape, prohibited acts or dangerous behavior which could endanger the facility; supervises residents/students who are in seclusion and restraint.
- Observes and documents student activities and behaviors to assess their needs and progress.
- Orients youth during admission to introduce them to program expectations, and to ensure legal and support documentation is completed.
- Answers the telephone, greets visitors and writes reports, including residential summary behavioral reports, seclusion/restraint reports, and any other reports or documentation necessary to maintain a safe and orderly shift.
- May be required to contact parents, community service providers, courts and police regarding residents/students.

DISTINGUISHING FACTORS:

Skill: Requires skill in applying instructions to accomplish different job functions OR in operating machines for a variety of different purposes.

Knowledge: Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

Impact: Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require immediate verification and correction in order to complete succeeding work operations.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions in an adverse working environment containing a combination of disagreeable elements which impact significantly upon the employee's capacity for completing work assignments. This level includes work-related accidents or assault.

Physical Demands: Requires medium to heavy work, including continuous physical exertion such as frequent bending, lifting, or climbing.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or technical institute with a study in sociology, psychology, human services, behavioral science, social work, education, liberal studies, theology, or criminal justice. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: One year experience working in organized group activities such as camp counseling, Boy or Girl Scouting, school or church programs, coaching sports, working with mentally and physically challenged youths and adults in a school, daycare, hospital or correctional/rehabilitative setting or any similarly related experience. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid New Hampshire driver's license required if responsible for transporting residents/students.

SPECIAL REQUIREMENTS:

1. Must successfully complete the Juvenile Justice Academy within twelve months of employment from date of hire as a Youth Counselor II.
2. Upon completion of the Juvenile Justice Academy, must attend 40 hours of in service training annually.
3. For promotion from Youth Counselor I, in addition to the above, must meet the following requirements prior to promotion:
 - Must have successfully completed the formal mentoring program.
 - Must receive a satisfactory performance evaluation and be free of any disciplinary action.
 - Must have approval from Assistant House Leader, Treatment Coordinator and Residential/Clinical Administrator.
 - Case records must all be complete and up to date as determined by the supervisor at the time of the annual performance evaluation.

RECOMMENDED WORK TRAITS: Knowledge of household management, food service, and supply ordering. Knowledge of health and safety precautions and first aid methods. Knowledge of principles and practices of guiding and training youth. Knowledge and familiarity with the use of personal computers. Ability to restrain potentially aggressive clients. Ability to maintain a rehabilitative attitude and relationship with residents. Ability to resolve individual and programmatic questions regarding the treatment of delinquent youth and special education students. Ability to secure the cooperation of youths and guide them in work and recreational activities. Ability to assist in instruction and participation in work assignments. Ability to present oneself as a positive role model before the residents/students assigned to the institution. Ability to relate to residents and co-workers in a positive manner. Ability to follow prescribed routine in making rounds. Ability to perform routine custodial duties. Ability to take directions and cooperate with other employees. Ability to follow written and verbal instructions. Ability to understand and work with youth and their families. Ability to operate radios and other communication equipment. Must be alert and able to enforce rules and regulations. Ability to communicate effectively in written and oral form. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.